

HUMAN RESOURCES OFFICE
MARYLAND NATIONAL GUARD
219 WEST HOFFMAN STREET
BALTIMORE, MARYLAND 21201-2288
TELEPHONE: (410) 576-6175

POSITION VACANCY ANNOUNCEMENT 19-085a

Open Date: 19 July 2019 Close Date: 20 August 2019

FULL TIME MILITARY / ACTIVE GUARD RESERVE (AGR) POSITION VACANCY

BRANCH OF SERVICE: AIR NATIONAL GUARD (ANG)

POSITION TITLE: CUSTOMER SUPPORT STAFF

HIGHEST GRADE AUTH PER ANGI 36-101, AGR/MIL TECH GRADE COMPARABILITY TABLE: TSgt/E6

UNIT MANNING DOCUMENT-GUARD GRADE/ POSITION AVAILABLE: TSgt/E6

ORGANIZATION/LOCATION: 175TH OPERATIONS GROUP, MDANG, 2701 Eastern Boulevard, Middle River, MD 21220-2899

SALARY: Full Military Pay and Allowances, depending on rank and longevity of selectee.

WHO MAY APPLY: OPEN NATIONWIDE AND TO CURRENT ENLISTED MEMBERS OF THE MARYLAND AIR NATIONAL GUARD.

QUALIFICATION/ELIGIBILITY REQUIREMENTS

1. Refer to ANGI 36-101, The Active Guard/Reserve Program, for general eligibility requirements for initial entry into the AGR Program and specific guidelines for utilization, and assignment of currently on-board AGR members.
2. Applicants must meet the physical qualifications outlined in AFI 48-123, Medical Examination and Standards.
3. Applicant must meet weight requirements at the time of entry into the AGR Program. Any member on the ANG Fitness Improvement Program is ineligible for entry into AGR status.
4. Applicant should be able to complete 20 years of active duty service prior to mandatory separation.
5. Category 1 AGR resources (recruiters, security forces, range, air defense, civil support) are fenced and are not able to move AGR asset.
6. Highly desired that member have completed the appropriate level of PME corresponding to their grade/rank.

BRIEF OF DUTIES AND RESPONSIBILITIES

Manages processes and activities to support organizational communications, including correspondence preparation, distribution, suspense tracking, and workflow management. Also performs various administrative functions in support of military and civilian leaders, including calendar management, meeting support, and customer services duties. Ensures communications comply with standards for style and format. Manages organizational personnel and manpower programs, such as personnel rosters, evaluations, decorations, supervisory data, orders, in-/out-processing personnel and manpower authorization requests. Ensures accuracy of information in personnel and manpower database systems. Coordinates personnel actions between unit of assignment and military personnel organizations. Provides executive administrative support to General Officers and Senior Executive Service civilians, to include arranging travel and lodging, coordinating itineraries, and preparing trip folders. Assists in planning, preparing, arranging and conducting official functions. Coordinates with Protocol and assists with Distinguished Visitor (DV) support and events: manages recognition/special ceremonies, schedules event locations, coordinates mementos, and manages guest lists. Postal and Official Mail. Performs postal financial services, supply/receipt/dispatch functions, and mail delivery services. Provides security for all mail and postal directory services. Accepts items for mailing and advises patrons of all applicable postal and customs requirements. Maintains postal records, prepares forms/reports, supplies, operations plans, and adequate stock of postage and accountable money orders. Sells and cashes money orders and remits funds from postage stock/money orders back to United States Postal Service (USPS). Prepares and receives incoming/outgoing mail from military or commercial carrier and checks manifest against mail received to ensure proper receipt. Operates Official Mail Center and prepares/distributes organizational mail.

AFSC

AFSC: 3F5X1 Applicants must meet the basic eligibility requirements specified in ANGI 36-101, The Active Guard/Reserve Program and the Air Force Enlisted Classification Directory (AFECD) 30 April 2019. Knowledge is mandatory of: office

management policies, technologies, and procedures; administrative support for personnel and manpower programs; executive support processes and responsibilities; postal and mail policies and procedures. For entry into this specialty, completion of high school or general educational development equivalency is mandatory. Courses in business, English composition, computer software, and keyboarding are desirable. For award of AFSC 3F531, completion of Administration initial skills course is mandatory (until this course is available, the 3A131 Administration course will be used). The following experience is mandatory for award of the AFSC indicated: 3F551. Qualification in and possession of AFSC 3F531. Experience performing administrative functions such as office management, human resources, executive support, postal, official mail and other support. 3F571. Qualification in and possession of AFSC 3F551. Experience supervising and performing administrative functions. The following are mandatory as indicated: See attachment 4 for additional entry requirements. For award and retention of this AFSC, must maintain local network access IAW AFI 17-130, Cybersecurity Program Management.

SPECIAL INFORMATION (IF APPLICABLE)

1. Appropriate military uniform will be worn during duty hours.
2. Existing MDANG promotion policies apply.
3. Initial tours may not exceed 3 years. Follow-on tour lengths may be from 1 to 6 years.
4. Official notification to applicants of selection or non-selection is by letter from the Human Resources Office (HRO).
5. May be authorized PCS IAW the JFTR.
6. Must currently have or be able to obtain SECRET clearance.

APPLICATION PROCEDURES / REQUIRED DOCUMENTS (IF APPLICABLE)

INCOMPLETE APPLICATIONS WILL NOT BE ACCEPTED
APPLICATIONS WILL NOT BE RETURNED!

SUBMIT APPLICATION IN ORDER LISTED BELOW

- ☐ NGB Form **34-1 Application for Active Guard Reserve (AGR) Position, DATED 20131111**, Signed, dated and annotated with Vacancy Announcement Number.
- ☐ Military Personnel **Report of Individual Person (RIP) Attached, or Virtual MPF Inquiry Will Suffice.**
- ☐ AGR Profile Verification Statement (**fourth page of this announcement**).
- ☐ Most Recent Air Force Fitness Management System (AFFMSII)
- ☐ Letters of Recommendation, Cover Letter, Resume and other attachments are permitted, but are not mandatory.
- ☐ All DD214s or NGB 22
- ☐ If Officer, **last (3) three OPRs**
- ☐ Completed Questionnaire (**below**)

For Positions Advertised to "Current On-Board AGR Applicants Only":

- ☐ **Current On-Board AGR** member, you must submit Commander Memorandum of Authorization with your application.

Questionnaire:

Y/N

- ☐ Are you currently a Maryland Air National Guard Member? _____
- ☐ Are you currently AGR? If so, what State? _____
- ☐ Are you currently a Technician? If so, what State? _____
- ☐ Are you currently deployed? If so, what location? _____
- ☐ Are you currently on ADOS? If so, with who? & what is the ending date? _____
- ☐ Are you currently in a "fenced" position? _____

Please provide current telephone number and **Military Email** address (Selection and Non-selection Memos will be sent via **Encrypted Email**):

_____, _____

Forward application and attachments via **MAIL, EMAIL, OR WALK-IN:** Tuesday – Friday 0630 -1700 at the Fifth Regiment Armory, Human Resource Office on the 3rd floor, Room 26

IF EMAILING, SUBMIT ONE PDF DOCUMENT ENTITLED 19-085a CUSTOMER SUPPORT STAFF TO:
ng.md.mdarnq.mbx.mdng-hro-agr@mail.mil

IF MAILING

DO NOT STAPLE, OR DOUBLE SIDE PRINT DOCUMENTS.

Forward application and attachments to:

Human Resources Office
ATTN: NGMD-HRO-AGR
Fifth Regiment Armory
29th Division Street
Baltimore, MD 21201-2288

Applications must be received in the HRO not later than close of business on the closing date!
Applications received after the closing date will not be considered.

**AGR VACANCY APPLICATION
PROFILE VERIFICATION STATEMENT**

NAME _____ ANNOUNCEMENT # _____

A. FITNESS PROGRAM TEST VERIFICATION

MEMBER MEETS STANDARDS IN ACCORDANCE WITH AFI 36-2905

YES NO

*Signature/Rank/Title Verifying Official

*Current supervisor, commander, or designated WMP Monitor

B. APTITUDE SCORES

Mech: _____ Admin: _____ Gen: _____ Elect: _____

**Signature/Rank/Title Verifying Official

**Current supervisor, commander, or Customer Service Representative

C. CURRENT AF Form 422, PHYSICAL PROFILE SERIAL REPORT

P:___ U:___ L:___ H:___ E:___ S:___ X Factor ___ Dated _____

MEMBER IS IS NOT QUALIFIED FOR WORLD WIDE SERVICE

**Signature/Rank/Title Medical Certifier

ATTACH TO NGB FORM 34-1
APPLICATION FOR ACTIVE GUARD/RESERVE (AGR) POSITION